

January 28, 2008

WRITER'S DIRECT NUMBER: (317) 236-2363
DIRECT FAX: (317) 592-4223
INTERNET: William.Lyon@icemiller.com

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Commissioner for Patents
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Alexandria, Virginia 22313-1450

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January 28, 2008
Date of Deposit
WILLIAM R. LYON
Name of Person Signing the Certificate
William R. Lyon
Signature
January 28, 2008
Date of Signature

Re: Invention: EFFICIENT AND COST-EFFECTIVE CONTENT PROVIDED FOR CUSTOMER RELATIONSHIP MANAGEMENT FOR CUSTOMER RELATIONSHIP MANAGEMENT (CRM) OR OTHER APPLICATIONS

First Named Inventor: COPPERMAN, Max

Assignee: Consona CRM Inc.

Serial No.: 10/047,446

Confirmation No.: 1061

Filing Date: January 14, 2002

Our File No.: P01658-US-01 (12178.0066)

SUBMISSION OF STATEMENT UNDER 37 CFR 3.73 (b) AND REVOCATION OF POWER OF ATTORNEY WITH NEW POWER OF ATTORNEY AND CHANGE OF CORRESPONDENCE ADDRESS

Dear Sir/Madam:

Please find enclosed a "Statement under 37 CFR 3.73(b)" form establishing that Consona CRM Inc. is the assignee of record for the above-referenced patent application. Also enclosed is a "Revocation of Power of Attorney With New Power of Attorney and Change of Correspondence Address" form executed by the assignee ("Power of Attorney"). As indicated in

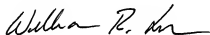
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Page 2

the Power of Attorney, the assignee of record wishes to appoint the petitioners associated with Customer Number 22446 and have all correspondence regarding this patent application directed to the undersigned. Accordingly, the assignee requests that the enclosed Statement of Ownership and Power of Attorney be accepted.

If you have any questions regarding this correspondence, please feel free to contact the undersigned.

Respectfully Submitted,

ICE MILLER LLP



William R. Lyon
Registration No. 57, 124

ICE MILLER LLP
One American Square
Suite 3100
Indianapolis, Indiana 46282-0200
Telephone: (317) 236-2363
Facsimile: (317) 592-4223

Date: January 28, 2008

WRL/

Enclosures: Statement Under 37 CFR 3.73(b)
Revocation of Power of Attorney with New Power of Attorney
and Change of Correspondence Address

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**REVOCATION OF POWER OF ATTORNEY WITH
 NEW POWER OF ATTORNEY
 AND
 CHANGE OF CORRESPONDENCE ADDRESS**

Application Number	10/047,446
Filing Date	January 14, 2002
First Named Inventor	COPPERMAN, Max
Art Unit	2165
Examiner Name	ABEL-JALIL, Neveen
Attorney Docket Number	P01658-US-01 (12178 0066)

I hereby revoke all previous powers of attorney given in the above-identified application.

A Power of Attorney is submitted herewith.

OR

I hereby appoint the practitioners associated with the Customer Number:

22446

Please change the correspondence address for the above-identified application to:

The address associated with Customer Number:

22446

OR

Firm or Individual Name

Address

City

State

Zip

Country

Telephone

Email

I am the:

Applicant/Inventor.

Assignee of record of the entire interest. See 37 CFR 3.71.
 Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96)

SIGNATURE of Applicant or Assignee of Record

Signature

Name

Katherine L. Kinder, Vice President, Finance and Administration

Date

1/8/08

Telephone

317-249-1336

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required. See below.

Total of 2 forms are submitted.

This collection of information is required by 37 CFR 1.36. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 3 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.